
Integration Activities

• • • Individual Activities • • •

1. Lesson Summary

Cut out this summary card and place it in a visible location for two weeks

Basic Case Management – Skills I

The main ideas of this lesson are:

1. Critical thinking skills and an open mind are vital during the helping process.
2. Early in the helping process you should clarify roles, rights, and customer commitment, and make expectations clear. This provides focus and direction and gets the customer involved in the process.
3. Ask questions when customer information on the Registration for Services Form, or on the “Assessment” and “Initial Interview” screens in UWORKS is missing, vague, or confusing.
4. When collecting information watch for customer strengths and skills, as well as for signs of employment barriers.
5. Keep a resource and referral list handy, and add to it as you learn about additional supportive resources within the community.
6. If a customer is receiving case management services record notes about their strengths, goals and barriers in UWORKS.

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2. Warning Flags

Create a table listing the barriers your customers most commonly struggle to overcome, and the warning flags that alert an effective counselor to the barrier.

Example:

Depression	Barrier 2	Barrier 3
1. Changes in sleeping patterns		
2. Decreased interest in intimacy		
3. Feelings of hopelessness		
4. Lack of energy		
5. Feelings of worthlessness		
6. Rapid changes in weight		
7. Preoccupation with death or suicide		
8. Periods of crying		

3. Basic Types of Assessments

Create a table listing the eight basic types of assessments, and if applicable include the names of the specific assessments used at DWS.

Example:

Assessment Type	Assessment Purpose	Examples of the Assessment
Basic skills tests		TABE, ABE

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4. Colleague Collaboration (Should be done once a day for at least one week)

At the conclusion of at least one interview, after you have recorded your notes into UWORKS, ask a colleague to review your notes to determine whether your notes are meaningful, accurate, and complete.

When possible, have the reviews done by a different colleague each day.

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1. Interviewing Skills

Ask the employees to pair up and choose roles as either the counselor or customer. Have the customer talk about anything for five to ten minutes. The counselor should practice using the questioning skill.

At the conclusion of ten minutes, have them switch roles and repeat the activity.

Following the activity, lead a discussion about what happened during the practice activities.

(This activity can be done for each of the interviewing skills: rephrasing; restating; summarizing; and asking questions.

When the employees become skilled at using each of the individual skills, have them practice using a combination of skills.)

2. Forms Role Play

1. Have two employment counselors role play the interactions that might occur as a counselor interviews a customer regarding information that is either vague or missing from the DWS registration forms.
2. Discuss with the group what they learned from the exercise.
3. Invite other counselors to carry out similar role plays.

* The group facilitator should come prepared with DWS registration forms that contain vague or missing information.